Edgar H. Sibley
Panel Editor

A survey of seventy-seven highly motivated industrial designers and programmers indicates that the identification of specific, potential problems in a human-computer dialogue design is difficult.

Improving a Human-Computer Dialogue

Rolf Molich and Jakob Nielsen

Any system designed for people to use should be easy to learn and remember, effective, and pleasant to use. Over the years there has been a considerable increase in designing interfaces that score highly on these issues. This experience has been documented in a number of guidelines for constructing good human-computer interfaces [5, 10]. Following these guidelines is commonly considered a necessary but insufficient condition for constructing good human-computer interfaces.

Most often, following such guidelines during the design phase imposes little extra effort on a development project. Guideline reports, however, are often lengthy. Documents of more than 400 pages are not uncommon. The mere size of a guideline report often means that it is not consulted during design or design review simply because the work of locating relevant guidelines is not considered worth the effort.

This article describes a survey that we undertook to investigate whether industrial data processing professionals would be able to recognize serious interface problems in simple but realistic dialogues. Seventy-seven designers and programmers from industry and academia participated. Fifty-one were from industry, 10 were teachers or students from universities or high schools, and 16 had occupations that were not specified. Many of them were designers and programmers of administrative systems—the people who design, write, and maintain our daily programs.

This article consists of four parts. We first present the survey and a number of conclusions from it. The second part of the article presents the exercise used in the survey—a dialogue that we asked the participants to evaluate as expressed in Appendix 1. The third part contains our annotated solution as shown in Appendix 2 and a suggestion for an improved design as characterized in Appendix 3.

FACTS ABOUT THE SURVEY

The Exercise

We constructed an exercise in evaluating a simple human-computer dialogue. In order to test the reader's understanding of basic features of good interface design, we designed the dialogue for simple display terminals which are still common in many administrative data processing systems: a display of 24 lines of 80 characters each and a keyboard; no color, no mouse, and no graphics.

BANALITIES?

At first glance, the exercise used in the survey may appear trivial. It is our experience that it is not so. You may find it worthwhile to do the exercise which appears in Appendix 1 and compare your answers with ours *before* reading further in this article. We have seen reasonable solutions produced within 30 minutes on the back of an envelope!

The Danish edition of *Computerworld* magazine published the exercise as an informal contest under the heading "The Unofficial Danish Championship in Dialogue Evaluation [6]." To stimulate interest in the contest, a sponsor offered $700 in U.S. currency worth of software for the best entry. The text of the exercise appears in an English translation in Appendix 1.

The functional specification has been constructed solely for the purpose of the *Computerworld* contest and does not reflect any specific existing system. On the other hand, each of the usability problems in the design can be observed in many systems in the real world.

The Participants

Seventy-seven entries were submitted with suggestions for improving the human-computer interface of the exercise. Based on the professional appearance of many of the submitted entries, we estimate that most of the participants used between two and five hours to complete their entries. Several participants noted that they had found the exercise worthwhile and rewarding in itself. These two facts lead us to conclude that the participants were highly motivated, and therefore the results should be better than those produced by standard designers and programmers.

PROBLEM CLASSIFICATION

We classified the usability problems in the dialogue in accordance with a short checklist of usability considerations in a good dialogue. This checklist reflects our personal experience. The principles correspond to similar principles described by others [1]. Almost all usability problems fit well into one of the categories.

Simple and Natural Dialogue

Dialogues should not contain irrelevant or rarely needed information. Every extraneous unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility. All information should appear in a natural and logical order.

Speak the User's Language

The dialogue should be expressed clearly in words, phrases, and concepts familiar to the user rather than in system-oriented terms.

Minimize the User's Memory Load

The user's short-term memory is limited. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate. Complicated instructions should be simplified.

Be Consistent

Users should not have to wonder whether different words, situations, or actions mean the same thing. A particular system action—when appropriate—should always be achievable by one particular user action. Consistency also means coordination between subsystems and between major independent systems with common user populations [7].

Provide Feedback

The system should always keep the user informed about what is going on by providing him or her with appropriate feedback within reasonable time.

Provide Clearly Marked Exits

A system should never capture users in situations that have no visible escape. Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue.

Provide Shortcuts

The features that make a system easy to learn—such as verbous dialogues and few entry fields on each display—are often cumbersome to the experienced user. Clever shortcuts—unseen by the novice user—may often be included in a system such that the system caters to both inexperienced and experienced users.

Provide Good Error Messages

Good error messages are defensive, precise, and constructive [9]. Defensive error messages blame the problem on system deficiencies and never criticize the user. Precise error messages provide the user with exact information about the cause of the problem. Constructive error messages provide meaningful suggestions to the user about what to do next.

Error Prevention

Even better than good error messages is a careful design that prevents a problem from occurring in the first place.

EVALUATION PROCEDURE

All entries were initially evaluated by one person. The 13 best entries were subsequently reevaluated by two other judges. All three judges then jointly selected the winner. There were only minor differences between the results of the initial evaluation and the reevaluations.

Grading was very liberal. We gave credit for even the simplest item that related to one of our problems. In many cases, a point was awarded for a correct reformulation of a message even if the general principle (for instance, keep the user informed by providing appropriate feedback within reasonable time) did not appear. An example: Problem 18 concerns the lack of feedback during 30-second database searches (problem numbers refer to the detailed solution in Appendix 2). Here, we awarded a full point for the suggestion, *Inform the user that it may take as long as 30 seconds before the reply appears*, while no point was awarded for the statement *A response time of 30 seconds is simply unacceptable*, because the statement does not indicate why the response time is unacceptable or what could be done to alleviate the problem.

COMMENTS ON OUR SOLUTION

Our solution was constructed by carefully applying the nine principles in the usability checklist presented earlier in this article. The submitted entries caused us to revise our original solution. We had overlooked two problems: problem 14 ("Questions must be expressed from the user's point of view") and problem 17 ("Coordinate placement of error messages with the rest of the system"). Problem 27 (" 'Try again' is meaningless") was expressed more precisely by a number of participants.

It is possible that our solution includes some bad points or that we have overlooked some problems. The MANTEL system has not been subjected to empirical tests to indicate how real users would use it.

Problem 20 ("There may be no emergency exit from the initial prompt") and problem 22 ("It may not be possible to edit input in the initial prompt") have a somewhat special character since many of the possible tools for implementing the Telephone Index system would automatically offer the user these facilities. Since some tools do not provide such facilities, how-

ever, we need to have this requirement stated explicitly in the system specification.

Comments from the Participants

After our solution to the exercise was published, we spoke to several people who wondered if we had overlooked their solutions. These people had compared their solution with our published solution and felt that they had discovered more than 18 problems (the number of problems that the winner detected). In each case, we were able to convince the participant that our assessment of their solution was reasonable.

An example: One of the solutions stated: *ILLEGAL NUMBER—Nonsense, of course, and also unfriendly. It should say "The number cannot be correct," but it would be better to indicate what is wrong. Even more important: the input field can be constructed in such a way that the error will almost never occur.* For this observation we gave credit for problem 23 ("The word ILLEGAL may intimidate the user") and problem 24 ("The error messages are too vague"), but the author also expected credit for problem 29 ("Accept other common forms of telephone number as input") and problem 31 ("Show an example of a telephone number in the initial prompt").

We think that this indicates that the problems appear insultingly simple when you read our solution but that many of them are hard to express precisely. We have little doubt that before the survey several of the participants overestimated their abilities in the human factors area. There is a marked difference between actual and alleged knowledge of the elements of user friendly dialogues. The strength of our survey is that it demonstrates *actual* knowledge.

WHAT SYSTEM DESIGNERS AND PROGRAMMERS ACTUALLY KNOW

The results of the survey are summarized in Table I and Figure 1. The average number of problems mentioned was 11.2 out of 30 problems (37 percent). The

Mentioned by %	Problem number		Description
95	15	Serious	Re-display input (telephone number) with subscriber information
92	9		Avoid the use of English terms if a Danish term exists
92	10		Use the Danish national characters wherever possible
77	4		Remove unnecessary information
74	18	Serious	Inform the user if it may take 30 seconds before a reply appears
73	5		Avoid mysterious characters (>); consider using field labels
64	8		The function keys should be listed in some natural order
64	24	Serious	The error messages are too vague
62	19	Serious	The options available to the user should be displayed
58	3		Avoid spelling errors
52	7		The first name should be written before the last name
42	26	Serious	The error messages should be more constructive
38	11		Do not distort information (username) entered by the user
32	12		Clarify or remove information that is difficult to understand
29	23		The word ILLEGAL may intimidate the user
27	30		"Enter number and RETURN" may be taken literally
18	31		Show an example of a telephone number in the initial prompt
17	6		Interspersed blank lines reduce the readability of an address
16	14		Questions must be expressed from the user's point of view
14	25		The system should tell how it has interpreted the user's input
13	16		3 different terms are used for "Telephone number"
12	13		The meaning of the notation PF1=HELP is not clear to novices
12	17		Coordinate placement of error messages with the rest of the system
12	27		The request "Try again" in an error message is meaningless
9	2		Avoid the use of abbreviations
9	28		Allow lower case L and the letter O instead of digits 1 and 0
8	29	Serious	Accept parentheses, spaces and hyphen in telephone number
4	20	Serious	There may be no emergency exit from the initial prompt
4	21		There is no emergency exit during a long retrieval
1	22	Serious	It may not be possible to edit input in the initial prompt

TABLE 1

Summary of 77 entries submitted in a contest for evaluating a human-computer dialogue. For each problem the table shows the percentage of the entries that identified the problem. Problem 1 does not appear, since it was described in an example in the text of the exercise. The problem numbers refer to the detailed solution in Appendix 2. Some of the problems may prevent some users from using the system in a meaningful way. These problems are marked "Serious" in the table.

winner mentioned 18 of 30 problems (60 percent). Our expectations were somewhat higher, when one considers the nature of this study. Presumably, the only solutions submitted were those which the authors felt were good enough to stand some chance of winning.

Some of the problems may prevent some users from using the system in a meaningful way. These problems are marked "Serious" in both the table and in the solution in Appendix 2. The average number of serious problems mentioned was 3.5 out of 8 serious problems (44 percent).

Three problems score notably higher than the rest (problems 9, 10, and 15). Over the last 15 years, there have been several campaigns to make Danish designers and programmers aware of the importance of using Danish instead of English terms in computer output [8]. The high score for problems 9 ("Use Danish terms") and 10 ("Use Danish characters") indicates that the campaigns may have been successful. It also indicates that such campaigns may actually influence people.

Many participants did not understand the meaning of PORT073 and MANTEL INFO RELEASE 4.2. The prevailing attitude of many respondents was that since they did not understand it, they suggested that this information should be removed. Only a few stated that they had to know the exact meaning of this information before deciding on whether it should be reformulated or removed.

Many entries indicated that the respondent considered a questionable feature in the original design good design practice. Several entries contained rephrasings of the message "ILLEGAL NUMBER. TRY AGAIN!" that were more precise in pointing out the problem but which still contained the questionable phrases "Illegal" and "Try again!"

In our opinion, several of the suggestions for improving the interface hardly improved the interface. A few entries correctly noted the spelling error in "subscriper" but suggested that it be changed to another misspelling, such as "supscriber." Other entries suggested barring the user from entering incorrect telephone numbers by rejecting characters that were not digits using a beep as an error message. A beep, however, is not a good error message. It is vague; it does not tell the user what to do next, and it is not expressed in the language of the user.

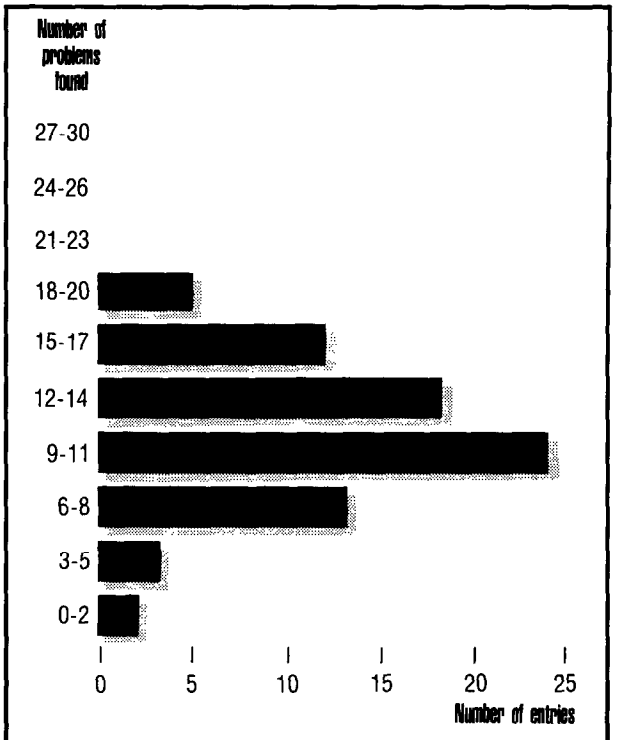

FIGURE 1
This diagram shows the distribution of the number of problems identified per entry in the contest referred to in the article. The median number of problems mentioned was 11 while the average was 11.2 out of 30 problems. The winner mentioned 18 problems. Problem 1 was described in an example in the text of the exercise; therefore, any mentioning of problem 1 is not included in this figure.

CONCLUSIONS

Gould and Lewis [4] have succeeded in expressing the basic requirements for the design *process* in three short principles: early focus on users and tasks; empirical measurement; and iterative design. Gould et al. have demonstrated the applicability and usefulness of these principles in their design and development of the 1984 Olympic Message System [3]. As indicated by some of the questionable suggestions for improvements that resulted from our survey, some designers may have difficulties in applying Gould and Lewis' principle of iterative design appropriately unless they also have similarly simple basic requirements for the design *product*. Our survey demonstrates the need for expressing and propagating simple and intellectually manageable requirements for the design product. These requirements could be similar to the nine principles we used to construct our solution.

A good dialogue is error-tolerant and provides carefully phrased informative messages in situations where the user may need help. Most specific interface problems can be either avoided or their consequences can be minimized by suitable design of a system. The problem categories covering this aspect of interface design are "Provide good error messages" and "Prevent errors." Except for problem 24 ("The error messages are too vague"), none of the problems in these categories were mentioned in more than 42 percent of the entries. Fifty-five percent did not mention any of the problems in the category "Prevent errors." Only 8 percent suggested that the system should accept other common forms of telephone numbers as input (problem 29); in our opinion, this is the most important problem in the category "Prevent errors." Regrettably, it is our conclusion that many designers and programmers are not sufficiently aware of the importance of designing dialogues in a way that would either prevent or tolerate errors.

A recent study of intelligent help systems [2] concluded that "...[The authors] are less confident that the state of the art in user interfaces is clean enough to provide the kind of testbed we wanted." Our study seems to support this point. We have demonstrated that industrial designers and programmers have considerable difficulty in recognizing potential problems in the review of a simple human-computer dialogue.

What can we do to to solve this problem? The first and most difficult step is to realize that we are indeed facing a serious problem. Human-computer dialogue construction appears deceptively simple, yet it is full of subtle pitfalls as we have demonstrated. Second, some intellectually manageable set of dialogue principles should be proposed and its usability demonstrated, in a similar way to Gould and Lewis' three principles for the design process. Third, designers should be made aware of the necessity for extensive review of human-computer interfaces. As our own experience with the MANTEL system shows, the more people that look at the interface, the more problems are detected.

Computer systems are hard for most people to learn and use today. We believe that if human-computer dialogues were designed by people who understand and apply basic dialogue principles, they would achieve much higher usability marks. The results of our survey indicate that many of these principles are neither common knowledge nor intuitive.

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Published Version of Exercise

Appendix 1

REVISED DESIGN GENERAL INFORMATION

Your task is to advise a company about the quality of the human-computer dialogue of one of its systems. The company management wants to ensure that novice users will be able to obtain results quickly when using the system. With this in mind, you should point out as many different usability problems in the dialogue as possible.

The basic functionality of the system is fixed. The purpose of the exercise is to criticize the *dialogue* of the system and not its functionality. New features might enhance the usability of the system—but suggestions for new or changed features are not part of this exercise.

Your solution should consist of a list of all the usability problems you can find in the dialogue. You may also wish to include suggestions for how to improve the dialogue in order to avoid the usability problems, and you may consider specifying an improved dialogue. Your primary aim should be to articulate the usability problems you have identified, instead of merely indicating them implicitly through subtle changes in an alternate design.

A Hint

We (the authors) have identified a number of usability problems in this dialogue. The exact number will not be disclosed here except to say that it is a two-digit number.

To help you get started and to indicate the type of answers desired, here is one of the usability problems as well as a suggestion for how to improve the dialogue: "The screen design uses upper-case letters only, although we know from human factors studies that mixed-case text is much more readable. It is OK to use upper-case letters for a limited number of words that you want to emphasize."

THE TELEPHONE INDEX SYSTEM

This system is part of a service from "Manhattan Telephone" (MANTEL)[1] to home computer users. Typical users have little knowledge of data processing. They can dial into the system, which will provide the name and address of a telephone subscriber in the United States, given the telephone number of the subscriber.

To simplify the exercise we make the following assumptions. For each telephone number there is, at most, one subscriber.

[1]The name "MANTEL" and the system have been invented for the sole purpose of this exercise. Any relation to existing companies or existing information services is purely coincidental.

All telephone numbers consist of exactly ten digits (3-digit area code and 7 other digits). The user's computer has a traditional alphanumeric, monochrome display with 24 lines of 80 characters each and a typewriter-like keyboard with the usual extra keys found on most computer keyboards, including 10 function keys marked PF1–PF10. A display is shown in the illustration below.

```
PORT073          MANTEL INFO RELEASE 4.2          USER = JOHNSMIT          17-OCT-88   11:27:23


                  ******************************************************
                  C O M P U T E R   T E L E P H O N E   I N D E X
                  ******************************************************

THE SUBSCRIPER IS

>
>JONES
>JIM E.
>
>17 PINE STREET
>
>NEW YORK
>NY 10012




PF1 = HELP       PF2 = DIRECTORY INFORMATION                          PF5 = OTHER SERVICES
PF4 = VIDEOTEX
```

SPECIFICATION

The user enters this system by selecting "Computer Telephone Index" from the main MANTEL menu. The system then issues the following prompt:

ENTER DESIRED TELEPHONE NO. AND RETURN

If the user enters anything other than exactly ten digits in response to this prompt, the system answers:

ILLEGAL NUMBER. TRY AGAIN!

If the user enters a telephone number which is not in use, the system answers:

UNKNOWN TELEPHONE NUMBER

If the area code of the telephone number is 212 (the area code for Manhattan), the system will normally display the screen shown in the figure within five seconds. For other area codes, the system must retrieve the necessary information from external databases; this may take up to 30 seconds.

Appendix 2

SOLUTION TO THE EXERCISE

This simple system actually contains at least 29 usability problems in its dialogue. The original Danish version of the exercise contained 31 usability problems; however, we have not been able to translate two of the usability problems (problems 9 and 10) into English. The non-translatable problems are included in the list to give an idea of language-related interface problems. Note that problem 1 is included as an example in the text of the exercise.

Some of the problems may prevent some users from using the system in a meaningful way. These problems are marked "Serious."

SIMPLE AND NATURAL DIALOGUE

PROBLEM 1. The screen design uses upper-case letters only, although we know from human factors studies that mixed-case text is much more readable. It is OK to use upper-case letters for a limited number of words that you want to emphasize.

PROBLEM 2. If there is room, you should write out the entire word instead of using abbreviations. Thus, "October" is preferable over "Oct."

PROBLEM 3. Spelling error: "SUBSCRIPER" should be "subscriber." Spelling errors distract users and make them suspect a generally poor quality of the system.

PROBLEM 4. The USERNAME is unnecessary information since it must be assumed that users know who they are, even without being told by the system. In an information system for telephone numbers, the date and time are also unnecessary bits of information. See problem 12.

PROBLEM 5. The characters " >" are mysterious—especially at the blank lines. An alternative might be to show the field labels instead. This would also make it clear why some of the fields are not filled in. In the case of name and address, however, the meaning of the fields will be obvious to any user if we remove the " >" and change the order of the fields as discussed in problem 7.

PROBLEM 6. The blank lines in the middle of the information reduce the readability and may confuse the user. Therefore, we should restructure these fields so that lines without information are suppressed rather than output to the user as blanks. In the example in this exercise, this means that we should skip the fields for c/o address, etc.

PROBLEM 7. The first name should be written *before* the last name since this is the natural ordering. Furthermore, the system should present the user with a single-merged name field instead of two separate fields for first name and last name. It is of no interest to the user of this system how the database is structured internally. The same goes for the city name, state, and zip code.

PROBLEM 8. The function keys should be listed in some logical order, e.g., numerically. The blank space between PF2 and PF5 should be eliminated.

SPEAK THE USER'S LANGUAGE

PROBLEM 9. *This problem does not appear in the English translation of the exercise.* Avoid the use of English terms if a proper Danish term exists. Use the Danish abbreviation "Okt." instead of OCT. Replace HELP with the Danish term "Hjælp" or "Forklar" (Explain).

PROBLEM 10. *This problem does not appear in the English translation of the exercise.* Use the Danish national characters æ and ø instead of the Swedish or German equivalents ä and ö.

PROBLEM 11. From the USERNAME in the example it appears that the system truncates the user's name to eight characters. In general, computer systems should allow users to enter user and file names of any reasonable length. Otherwise, the system will either force users to use unnatural abbreviations or distort the information entered by the user by only making use of the first *N* characters.

PROBLEM 12. The information PORT073 and MANTEL INFO RELEASE 4.2 may be difficult to understand for many users. Since this information will rarely be needed by ordinary users, it may be either deleted or moved to a separate display where it may be explained in more depth. In distinguishing between problems 4 and 12, the keywords that we looked for were "unnecessary" for problem 4 and "difficult to understand" for problem 12.

PROBLEM 13. The system uses the notation "PF1=HELP" to explain the use of the function keys. The meaning of this notation—in particular the use of the equals sign—is not clear to novice users. On the other hand, it is easy to understand for users who know about function keys and who have seen the notation in other systems. It is a compact notation which is an advantage in systems which must display much more information on each screen than is the case in this system. It is not obvious which solution to suggest since the need to explain things in detail for the novice user contrasts with the need to be consistent with the notation known by experienced users from other systems. Because of the specific emphasis on usability for novice users in this system, we prefer the solution which is better for novices.

PROBLEM 14. Questions to the user must be expressed from the user's point of view and not from the system's point of view. The initial question should not be "Enter desired telephone number...", since the user does not want the telephone number but rather name and address. The initial question should be something like "Enter telephone number for which you want name and address."

MINIMIZE THE USER'S MEMORY LOAD

PROBLEM 15. **(serious).** The telephone number entered by the user should be displayed together with the subscriber information. The telephone number should appear in a format that is well-known by the user and accepted as input by the system.

BE CONSISTENT

PROBLEM 16. Several different terms are used for the same concept: Number, Telephone No., and Telephone number.

PROBLEM 17. The specification does not state where error messages are displayed on the display. It should be emphasized that all error messages should be displayed in the same location. Since the current system appears to be a subsystem of some general information system, the format and placement of error messages should be coordinated with the rest of the system. Similar coordination considerations apply to the general screen layout, function key assignment, and wording.

PROVIDE FEEDBACK

PROBLEM 18. **(serious)** A response time of 30 seconds to a command from the user is unacceptable. For technical reasons it may take the system as long as 30 seconds to retrieve the requested information from external databases. To tell the user what is going on and to show that the system is active, however, the system should display a message like "Telephone number (203) 456-7890 is outside the 212 area code so it may take up to 30 seconds to retrieve the information." Every five seconds the system should also display some indication that it is still working on the command.

PROBLEM 19. **(serious)** The screen contains no information about what users should do once they have read the information and want to continue.

PROVIDE CLEARLY MARKED EXITS

PROBLEM 20. **(serious)** There is no indication of how users may exit from the system without answering the intitial prompt to enter a telephone number.

PROBLEM 21. When users request information about a telephone number outside the 212 area code, the system may take up to 30 seconds to answer. The system should provide a facility for aborting the information retrieval.

PROBLEM 22. **(serious)** The system specification does not indicate whether the user can edit a partially entered telephone number. It is an essential "emergency exit" to allow users to use the BACKSPACE key, for example, to correct errors in a text they have typed.

PROVIDE SHORTCUTS

(In the English version it would be reasonable to accept user input consisting of only seven digits with a 212-area-code default for the expected large number of local requests. Because of the structure of Danish telephone numbers, a similar suggestion would not be appropriate for the original exercise.)

PROVIDE GOOD ERROR MESSAGES

PROBLEM 23. The system should not use the word "ILLEGAL" in an error message. Users do not break the law because they enter a wrong number. In any situation, the system should not intimidate the user by suggesting that he or she must be stupid to make such a mistake.

PROBLEM 24. **(serious)** The error messages are too vague. The system should inform the user as exactly as possible about what it knows about the problem—for example, if the area code is missing.

PROBLEM 25. The system should report back to the user how it has interpreted his or her input. An example: "The system cannot understand the telephone number W3 QV." This is especially important in this system which is accessed by users via a modem and possibly noisy telephone lines. Users have a right to know whether a problem is due to a transmission error or a user mistake.

***PROBLEM 26.* (serious)** The error messages are not constructive since they do not tell the user how to correct the error. For example, one could supplement the error message just mentioned by "Enter telephone number as ten digits with the area code as the first three."

PROBLEM 27. It is meaningless to ask the user to "Try again!" in an error message since the computer will give exactly the same result the next time. A better message is "Try again with another telephone number," but the best is probably to drop this altogether.

PREVENT ERRORS

PROBLEM 28. This system is to be used by some people who may be totally new to computers. Therefore, it is likely that some users are not used to the sharp distinction in computer systems between the letters "l" (lower case L) and "o"/"O" (lower or upper-case O) on the one hand and the digits "1" (one) and "0" (zero) on the other hand. If the system encounters one of these letters where it expects a digit, it should provide a helpful message or simply replace the letter by the corresponding digit.

***PROBLEM 29.* (serious)** Instead of having error messages for input with parentheses around the area code or with extra spaces, the system could just accept these common ways of entering telephone numbers.

PROBLEM 30. Experience shows that some novice users take the prompt "Enter number and RETURN" quite literally and type R-E-T-U-R-N. It is better to write "...and press the RETURN key."

PROBLEM 31. The communication from the system to the user should not be kept in abstract or theoretical terms but should be supplemented by concrete examples, which often increase the users' understanding considerably. In the prompt "Enter telephone number and press the RETURN key:," an example of a telephone number in the simplest form accepted as input by the systems should be added—even if this form is different from the output format used by the system to increase readability (see problem 15). The telephone number used in the example should either not be in use or it should be a number of the Manhattan Telephone Operator.

Appendix 3

T E L E P H O N E I N D E X

****

Telephone number (212) 345-6789 has the following subscriber:

Jim E. Jones
17 Pine Street
New York, NY 10012

Press:
RETURN to be able to enter a new telephone number
ESC to leave the Telephone Index
PF1 to get Help about how to use this system
PF2 to go to the Directory Information system
PF4 to go to the general Videotex service
PF5 to get a list of Other Services available

SPECIFICATION

The user enters this system by selecting "Telephone Index" from the main MANTEL menu as shown. The system then issues the following prompt:

> Enter telephone number and press the RETURN key:
> Example of a telephone number which the system understands: 212 456 7890
> You can stop this system at any time by pressing the ESC-key

Characters entered by the user are displayed immediately to the right of the colon after "RETURN key" in the above message. As long as the user has not pressed RETURN, the latest character which has been entered but not yet deleted may be deleted by pressing the BACKSPACE key.

Anywhere in this system where the user may press the RETURN key, he or she may choose to press ESC instead. Immediately after ESC has been pressed, the system will leave the "Telephone Index" without further processing of previous user input.

Analysis of input starts when the user presses RETURN. This analysis does the following:

- The system ignores space characters.
- The system ignores a hyphen between the third and fourth digit and between the sixth and seventh digit.
- The system ignores correctly matched parentheses around the first three out of ten digits (the area code).
- The system replaces any occurrence of the letters o or O (lower or upper-case O) by the digit 0 (zero).
- The system replaces any occurrence of the letter l (lower-case L) by the digit 1 (one).

If the telephone number entered by the user consists of exactly seven digits, the system will assume that the user wants information about the given telephone number in the 212 area and that the user has omitted the area code 212.

If the telephone number entered by the user contains syntax errors after completion of the above analysis, the system will reply with the message:

> The system cannot understand the telephone number W3 OV
> Enter telephone number as ten digits with the area code as the first three.
> Example: 212 456 7890
> Press the RETURN key to continue

In this example we have assumed that the user entered the characters W3 QV as a telephone number.

If the user enters a telephone number which is not in use, the system replies with the message:

> The telephone number (212) 456-7890 is not in use
> Press the RETURN key to continue

If the area code of the telephone number is 212 (the area code for Manhattan), the system will normally display the screen shown in the figure within five seconds. For numbers within other area codes, the system retrieves information from external databases and may take up to 30 seconds to display the screen. When the user has entered RETURN, the system will display the following message on the screen:

> Telephone number (203) 456-7890 is outside the 212 area code so it may take up to 30 seconds to retrieve the information.
> Press the ESC-key if you want to STOP the search for this information

Every fifth second the system will add an extra period (.) to the right of the last period to the right of "to retrieve the information."

The messages described in this specification are output starting from line 19. Before outputting a message, the system blanks lines 18–24 completely. When the user presses RETURN or ESC, or when a search is complete, the message disappears and the system restores the previous contents of lines 18–24. After a user error, the system then returns to its initial state and continues by outputting the initial prompt.

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